

to take on more projects with the revenue earned; and

(c) if so, what is the progress on this scheme and the quantum of loan already received?

THE MINISTER OF SURFACE TRANSPORT (SHRI RAJNATH SINGH):

(a) The Government has decided to take the debt servicing liability of a US \$ 516 million loan approved recently by the World Bank for projects to be implemented by NHAI. In one case ADB has agreed to directly lend US \$ 180 Million for which NHAI will have the debt servicing liability.

(b) If debt service burden is not on NHAI, more resources would be available to them to take up projects.

(c) Loan from World Bank for US \$ 516 million has been negotiated, but not signed yet.

Complaints against private Airlines

***237. SHRI BACHANI LEKHRAJ:** Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number of complaints received regarding the functioning of private airline companies, company- wise;

(b) details and the nature of complaints; and

(c) the steps taken to set them right?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) to (c) Complaints are received from the passengers on various issues viz. denial of seats on confirmed ticket, ill-treatment to the passengers, refund of money on cancellation of tickets, loss of baggage, sudden cancellation of flights etc. While it would not possible to indicate the exact number of complaints details of 8 of the major complaints received from the travelling passengers against private airlines during the 1998-2000 are given in the Statement (*see below*). On receipt of such complaints, comments of the concerned private airlines/ GDCA are obtained to settle the grievances of the complainants wherever possible.

Statement*Complaints Against Private Airlines Received during 1998-2000 (Till date)*

| Sl. No. | Complainant | Name of Airlines | Details | Action taken |
|---------|---|---------------------|---|---|
| 1. | Shri K.M.R. Janarthanan Minister of State for Finance | M/s Sahara Airlines | Inconvenience caused due to non-cooperation of the staff of Sahara Airlines at Madras on 4.10.1998. | The matter was taken up with the Chief Executive of Sahara Airlines who expressed their regrets and apologies directly to the Hon'ble Minister of State of Finance. |
| 2. | Ms. Poonam Nath D/o Sh. Surendra Nath, Addl. Secretary, MHA | M/s Jet Airways | Food poisoning due to stale and unhygienic food served on the flight from Calcutta to Delhi on 29.4.2000. | Matter has been resolved to the satisfaction of Ms. Poonam Nath. |
| 3. | Sh. Daljeet Singh, Gulabi Bagh, Delhi (Received through PM's Office). | M/s Sahara Airlines | Irresponsible behaviour by the Capt. of Sahara Airlines flight 502 of 15.5.2000. | Matter taken up with Sahara Airlines on 7.6.2000. |
| 4. | Sh. P.C. Thomas MP (Lok Sabha) | M/s Jet Airways | Abrupt cancellation of flights on commercial grounds. (4.3.2000) | The airlines/ DGCA has been requested to furnish details which are awaited. |

| Sl. No. | Complainant | Name of Airlines | Details | Action taken |
|---------|---|------------------|---|---|
| 5. | Sh. Maheshwar Pd. Singh | Sahara Airlines | Off-loading of luggage before destination (13.5.2000) | The airlines/ DGCA has been requested to furnish details which are awaited. |
| 6. | Sh. Khan Ghufran Zahidi, MP (Lok Sabha) | U.P. Airways | Remittance of money abroad (24.5.2000) | Ministry of Finance has been requested to furnish the details, which are awaited. |
| 7. | Sh. V.P. Goyal M.P. (Lok Sabha) | Jet Airways | Denial of executive class seat on 28.4.2000. | The officials of the Airlines has personally met the Hon'ble MP and apologised. |
| 8. | Sh. D.P. Yadav (Rajya Sabha) | Jet Airways | Irregularities and misbehavior by airline staff (17.6.2000) | The airlines/ DGCA has been requested to furnish details, which are awaited. |

More new tax schemes

***238. SHRI KARNENDU BHATTACHARJEE:
SHRI BACHANI LEKHRAJ:**

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that two more tax schemes have been initiated with effect from 1st August, 2000;

(b) if so, the details thereof and the reasons therefor; and

(c) to what extent these schemes are expected to mop up income tax revenues?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI V. DHANANJAY KUMAR): (a) Yes Sir, two new schemes 'Suvidha' and 'Sahayata (Helpline - Income tax)' have been introduced from 1st August, 2000.